



NEW STARTER PACK

IMPORTANT INFORMATION ENCLOSED

Paperwork to be returned in pre-paid envelope:

- ✓ **Terms of Engagement - signed**
- ✓ **Personal details - completed in full**
- ✓ **Tax and National Insurance information - P45 / P46**

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Personal Details Form
P46**

REMEMBER! TIMESHEET DEADLINE MONDAY 9AM

INTRODUCTION

We would like to take this opportunity to welcome you to Ann Pettengell's temporary team!

As a temporary worker there are a few guidelines to follow which may help you whilst working with us.

1. TERMS OF ENGAGEMENT

- ✓ Please read the Terms of Engagement carefully
- ✓ Sign the contracts on the back page
- ✓ Keep the top copy
- ✓ Return the duplicate copy in the prepaid envelope supplied

Legislation requires us to issue you with a Terms of Engagement should you start another assignment with us after a gap of 2 weeks or more, or if we have issued you with a P45 since you last worked for us.

If you are in a long term/ongoing assignment you will be issued with a new set of terms after every 12 months.

2. TIMESHEETS

A timesheet template will be emailed to you at the start of your assignment. Please save the template for any future assignments. Each week you will need to fill in the WEEK ENDING DATE, (the Sunday at the end of the working week).

- ✓ Enter the total hours worked each day in the relevant box
- ✓ Note any hours paid as overtime and ask your supervisor to note if OT is paid at an enhanced rate.
- ✓ Total the hours at the end of the week (remembering to deduct breaks)
- ✓ Ask for your timesheet to be signed by a person in authority. This signature authorises us to pay you. Without this, payment could be significantly delayed or disputed.
- ✓ **Photocopy** 2x – one for the client and a copy for yourself.
- ✓ **Fax** a copy to us as you finish work on Friday (fax number 01223 462929)
- ✓ Alternatively you can **Email** a scanned copy of your timesheet direct to your consultant

RETURNING YOUR TIMESHEET: **FINAL DEADLINE 9AM MONDAY MORNINGS!**

It is essential that you return your timesheets promptly and accurately. This will enable us to pay you efficiently and reliably! We cannot guarantee to chase every late timesheet so please take responsibility for this yourself.

REMEMBER! Failure to get your timesheet to us by 9am Monday may result in your payment being delayed by one week.

3. PAYMENT

Payment is made weekly in arrears (Fridays) automatically into your Bank/Building Society account and is subject to deductions in respect of National Insurance Contributions, Income Tax and any other deductions which we may be required by law to make. You will need to let us know your bank details in writing.

- ✓ Please complete the Personal Details Form enclosed
- ✓ Return it to us in the prepaid envelope ASAP **(we will require this information to be returned to us before we process your first timesheet!)**
- ✓ Your payslip will be sent to you electronically each week. You will receive an email link from which to access your payslip. This is password protected and your unique 4 digit code is enclosed in the small envelope marked 'CONFIDENTIAL'

QUERIES: If you need to query your payment, tax or bank details please either contact your consultant or you can email accounts directly on payroll@annpettengell.co.uk.

NB. If you change your address or contact numbers please inform us as soon as possible so that we can update your details.

4. NATIONAL INSURANCE AND TAX P45/P46

NATIONAL INSURANCE: Please be aware that when your first assignment starts, we require confirmation of your National Insurance Number.

- ✓ You will need to send us a copy of any Inland Revenue or Employment Form that contains this information i.e. P45, P60 OR PAYSリップ.

IF YOU DO NOT HAVE A NATIONAL INSURANCE NUMBER PLEASE ADVISE US OF THIS. IT IS YOUR RESPONSIBILITY TO APPLY FOR AN NI NUMBER. FURTHER INFORMATION ON THE APPLICATION PROCESS CAN BE FOUND ON THE GOVERNMENT WEBSITE www.direct.gov.uk

TAX: To keep your tax records up-to-date with the Inland Revenue, and to prevent you from paying basic rate tax you will need to send us EITHER:

- ✓ Your latest P45 - parts 2 and 3, (retain part 1A for your own records.)

OR

- ✓ Complete a P46 form – enclosed with this pack.

STUDENTS: If you are a student who works solely during holidays please ask for the relevant form – P38.

5. VISAS

Unless you hold a European Passport from an EU Country we require a copy of your work permit or entry visa before your assignment can commence. Nationals from some EU countries will also need to register with the Home Office under the Worker's Registration Scheme. Once you are registered we will need a copy of your "follow up form". If you are unsure whether this applies to you, you can find out more at www.ukba.homeoffice.gov.uk or www.ukba.homeoffice.gov.uk/eucitizens/

6. ANNUAL LEAVE

You are entitled to paid annual leave according to the statutory minimum as provided by the Working Time Regulations from time to time. The current statutory entitlement to paid annual leave is 5.6 weeks (28 days) per year pro rata.

Entitlement to payment for leave accrues in proportion to the amount of time worked by you on Assignment during the leave year. All entitlement to leave must be taken during the course of your leave year in which it accrues and none may be carried forward to the next leave year. For calculating entitlement the leave year commences on the date you start an Assignment or a series of Assignments.

Normally the amount of payment to which you are entitled in respect of paid leave is calculated at a daytime rate in proportion to the number of standard hours (not overtime) you work on Assignments. If standard hours vary during the accrual period, paid leave entitlement will be calculated as an average of weekly payments during the 12 week period worked prior to the week in which paid leave is taken.

Where you wish to take paid leave during the course of an Assignment you will need to submit a Holiday Request Form to Ann Pettengell. You should notify us of the dates of your intended absence giving notice of at least twice the length of the period of leave that you wish to take.

NOTE: Public/Bank Holidays are not paid to you automatically. If you wish to take them as paid leave you will need to request them from your holiday entitlement.

If at any time you wish to confirm how much holiday you have accrued to date, please contact either your consultant or you can email accounts directly on payroll@annpettengell.co.uk.

7. SICKNESS/ABSENCE FROM ASSIGNMENT

Should you be unable to go to work at anytime during your assignment, please telephone us immediately! Our office hours are 9.00am – 5.30pm Monday to Friday and we have a 24 hour answer phone service.

Alternatively, if you feel comfortable to, you should inform the client as soon as possible and contact us thereafter.

DO NOT rely on emails as these can be delayed. Always call and either speak to a representative here in the office or leave a message on the answer phone.

8. NOTICE OF TERMINATION

Due to the nature of temporary work the client can terminate your assignment at any time without notice. We would always endeavour to give you up to a weeks notice but if a client no longer requires your services the assignment can unfortunately be terminated immediately.

We request high professional standards from our temporary workers so should you wish to leave the assignment prior to the end date, we request that you give us as much notice as possible. Ideally we request 7 days notice so that we can find a replacement for the client.

When finishing an assignment, all property of the client must be returned, e.g. passes, keys etc. before leaving the client premises.

9. MAKING A COMPLAINT

If you wish to make a complaint or formal grievance about a client or a member of their staff please contact us immediately and talk to your consultant. Whether your complaint regards your treatment from a Supervisor/ Manager or Colleague we want you to feel confident in discussing the matter with us.

We want to ensure that all our employees are able to work in an environment that is free from ridicule and behaviour which could leave you feeling mistreated. Ann Pettengell will take all reasonable steps to address any complaint thoroughly, impartially and with focus on arriving at a right and speedy outcome.

Investigations into any complaint will take no longer than is absolutely necessary to ensure that all issues have been investigated and thoroughly considered. Throughout any complaint procedure Ann Pettengell will provide impartial support to their candidates for the full length of the investigation.

After consultation with your Consultant, should you wish to make a formal complaint, please ask for a copy of Ann Pettengell Ltd Complaints Policy and Procedure.

10. GENERAL GUIDANCE ABOUT YOUR ASSIGNMENT

When you arrive on the first day, introduce yourself to the person you were told to report to, don't be alarmed if you find the client's staff working under pressure – after all that is why they have asked for additional help.

Once you have been working for a while, make sure you are following the correct procedures. It's important to establish a good working relationship with everyone around you.

Being willing to help whenever you are asked will ensure maximum co-operation and leave a good impression.

Do not discuss your work with anyone other than the person you report to or your Ann Pettengell representative. You may be handling confidential information.

Treat computers, IT equipment and all of the company's facilities with care. If you don't know how to operate a piece of equipment, do not be afraid to ask for help, before trying to use it.

Remember to turn your mobile phone off when working. Any calls must be made either during your designated break or out of office hours.

When you've finished your set work, ask whether there is anything else you can do. If there is nothing immediately, use your free time constructively, it is often a chance to learn new skills.

We are here to support you throughout your assignment. Please do contact us if you have any questions concerning the nature of your assignment or the work you are doing. Contact us especially if you are asked to handle money or valuables other than as explained by your supervisor beforehand. If you feel that the duties you are asked to undertake whilst on assignment differ considerably from those outlined to you by your consultant, do let us know as soon as is reasonably possible. Your feedback is valuable to us as it helps us to consider this for future reference.

Above all, please remember that you are an ambassador of Ann Pettengell. You have been chosen to represent our company and our clients have become used to high standards of professionalism and work from our candidates!

Good luck and once again welcome to Ann Pettengell, we hope you enjoy your time with us. If you require any further information, help or advice regarding your assignment please do not hesitate to contact any of our team.

Contact us at Tel: 01223 350234
 Fax: 01223 462929
 Web: www.annpettengell.co.uk
 Email: jobs@annpettengell.co.uk

***We hope you enjoy temping through Ann Pettengell.
Temping can be a great way to gain new experience,
broaden your horizons, meet new people and see what it is
like to work in a variety of companies. Temping may even
introduce you to a prospective permanent employer!***

Wishing you all the best in your new assignment.

The logo for Ann Pettengell is written in a stylized, red, cursive font. The word 'Ann' is positioned above 'Pettengell', and the 'P' is significantly larger and more prominent, with a large loop at the bottom right.